



STATE OF MICHIGAN
TERRI LYNN LAND, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

BULLETIN

DATE: February 15, 2006
TO: Michigan Repair Facilities and Mechanics
FROM: Bureau of Regulatory Services
SUBJECT: TRAINING FOR REPAIR FACILITIES AND MECHANICS

The Bureau of Regulatory Services' Program Operations Division is offering training to help repair facility personnel understand how to comply with the Motor Vehicle Service and Repair Act and increase positive communication with customers. The trainer will demonstrate how to conduct business within the legal requirements of State law and will explain how doing so may increase the efficiency of your repair business. He will also share his extensive experience working in the repair industry as a mechanic, service advisor and service manager, and for the State as an analyst mediating customer complaints against repair facilities and mechanics. The training is **free**, and registration is first come, first served.

What will be covered?

- www.Michigan.gov Web site
- Repair Facility Manual
- Proper written estimates and final invoices
- Record keeping requirements
- Repair facility and mechanic responsibilities
- Common mistakes to avoid
- Other basic requirements

Where will classes be held?

Classes will be held at the Secretary of State Building or the Operations Center (both at the State Secondary Complex), except the evening sessions indicated with footnotes on the reverse side of this bulletin. A map with directions to the state office buildings is enclosed. **Picture ID is required to enter state office buildings.**

How should interested staff register?

Contact the Program Operations Division at **(517) 241-6850**. Class size is limited—register early!

When will training be offered?

<u>Date</u>	<u>Day of Week</u>	<u>Times</u>	<u>Location</u>
March 2	Thursday	9 a.m. to Noon	Operations Center
March 10	Friday	9 a.m. to Noon	Operations Center
March 23	Thursday	6 p.m. to 9 p.m. ³	Lansing Community College
April 4	Tuesday	2 p.m. to 5 p.m.	Operations Center
April 21	Friday	9 a.m. to Noon	Operations Center
April 28	Friday	9 a.m. to Noon	Operations Center
May 11	Thursday	9 a.m. to Noon	Secretary of State Building
May 18	Thursday	6 p.m. to 9 p.m. ¹	Kent Career/Technical Center
May 25	Thursday	9 a.m. to Noon	Secretary of State Building
June 1	Thursday	6 p.m. to 9 p.m. ²	Oakland/Technical Campus SW
June 8	Thursday	9 a.m. to Noon	Secretary of State Building
June 15	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
July 20	Thursday	6 p.m. to 9 p.m. ³	Lansing Community College
July 27	Thursday	9 a.m. to Noon	Secretary of State Building
August 3	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
August 10	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
August 31	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
September 7	Thursday	9 a.m. to Noon	Secretary of State Building
September 14	Thursday	6 p.m. to 9 p.m. ²	Oakland/Technical Campus SW
September 21	Thursday	9 a.m. to Noon	Secretary of State Building
October 12	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
October 19	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
October 26	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
November 2	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
November 9	Thursday	2 p.m. to 5 p.m.	Secretary of State Building
November 16	Thursday	6 p.m. to 9 p.m. ¹	Kent Career/Technical Center

Links to online directions for evening sessions

- Kent Career/Technical Center: www.kc-tc.org/images/map_location.gif
- Oakland/Technical Campus Southwest:
www.oakland.k12.mi.us/resources/cfe/southwest/map.html
- Lansing Community College/West Campus/M-TEC: www.lcc.edu/workforce

¹ Kent Career/Technical Center, 1655 East Beltline, N.E., Grand Rapids, 49525

² Oakland/Technical Campus Southwest, 1000 Beck Road, Wixom, 48393

³ Lansing Community College/West Campus/M-TEC, 5708 Cornerstone Drive, Lansing, 48917